Redressal of Public Grievances

4000. KUMARI ALIA: Will the PRIME PRIME MINISTER be pleased to state:

(a) whether Government have taken any fresh initiative for the redressal of public grievances;

(b) if so, the details thereof?

(c) what concrete steps and decisions, on the basis of the complaints received from the public have been taken by public grievances redressal authorities working under various Ministries; and

(d) whether meeting is being convened on every wednesday in in central Sectt. and whether three hours are also being allotted for the redressal of public grievances on that day as per the decision taken earlier?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRIMATI MARGARET ALVA): (a to (c) The scheme for redressal of public grievances has been outlined in the pro gramme of Responsive Administration initiated in January, 1985 by Shri Rajiv Gandhi, the then Prime Minister. The ministries and departments, of the Government of India as well as major organisations under their administrative juris diction have each set up a public grievance redressal cell which is headed by an officer of the rank of Deputy Secretary/Director designated as Director of Grievance. He supervises the grievance redressal work done by the entire organisation. While each officer is to take effective and expeditious steps for the redressal of grievances the Director of Grievances is required to coordinate the grievance redressal work.

In addition to this machinery, there is the Directorate of Public Grievances under the Cabinet Secretariat headed by an officer of the rank of Secretary to the Government of India. Grievances pettaining to several designated ministries and departments are referred to him. If the subject matter of a grievance is important enough the Dirctor can call for the relevant files and papers from the organisation concerned, hear both the parties and recommend the course of action to be taken for the redressal of the grievance. In the usual course, his recommendations are accepted and implemented.

(d) In the ministries and departments in the Central Secretariat, Wednesday is observed as meetingless day when all officers of the rank of Deputy Secretary and above are to remain available to receive grievances from the members of the public as well as institutions.

Arrack Bottles Seized from Farook Family

4001. SHRI ASHWANI KUMAR:
HRI GURUDAS DAS GUPTA:
SHRI N.E. BALARAM:

Will the PRIME MINISTER be pleased to state:

(a) whether Government's attention has been drawn to the news item which appeared in the Indian Express New Delhi, dated 8th February, 1992 under the caption '3500 bottles of illicit arrack seized-MOH Farook Family role suspected, if so, the details in this regard;

(b) whether eqnquiry has been conducted in this regard; if so, the outcome thereof; and

(c) if not, the reasons thereofor?

THE MINISTER OF STATE IN TH MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS. (SHRIMATI MARGARET ALVA): (a) to (c) Yes, Sir. Govt. of Tamil Nadu has informed that 4500 bottles containing arrack were seized on 4-1-92 at Anathandavapuram Mukkuttu Sirkali Road from a vehicle registered in the name of M/s. M.O.H. Cantur service. State Police has registered a case for investigation.

आरक्षित पदों का रिक्त होना

4002. **सरदार जगजीत सिंह अरोड़ा :**
श्री राम जेठमलानी :

क्या प्रधान मंत्री यह बताने की कृपा करेंगे कि :

(क) 31 दिसम्बर, 1991 की स्थिति के अनुसार देश के विभिन्न मंत्रालयों में कुल कितने पद रिक्त पड़े हुए हैं जिन पर अनुसूचित जाति और अनुसूचित जनजाति के प्रत्याशियों की नियुक्ति की जानी थी ;

(ख) क्या सरकार ने इन पदों को भरे जाने के लिए कोई समयावधि निश्चित की है ;

(ग) यदि हां, तो वह समय क्या है ; और